

Talkback Pulse Colleague FAQs

About Talkback Pulse

What is Talkback Pulse?

Talkback Pulse is an online colleague engagement survey that provides monthly high-level insight on colleague engagement, leadership and topical issues. It will provide regular input to our Exec team on colleague engagement and sentiment to make sure that colleagues are at the centre of our thinking as we continue to build a stronger Co-op.

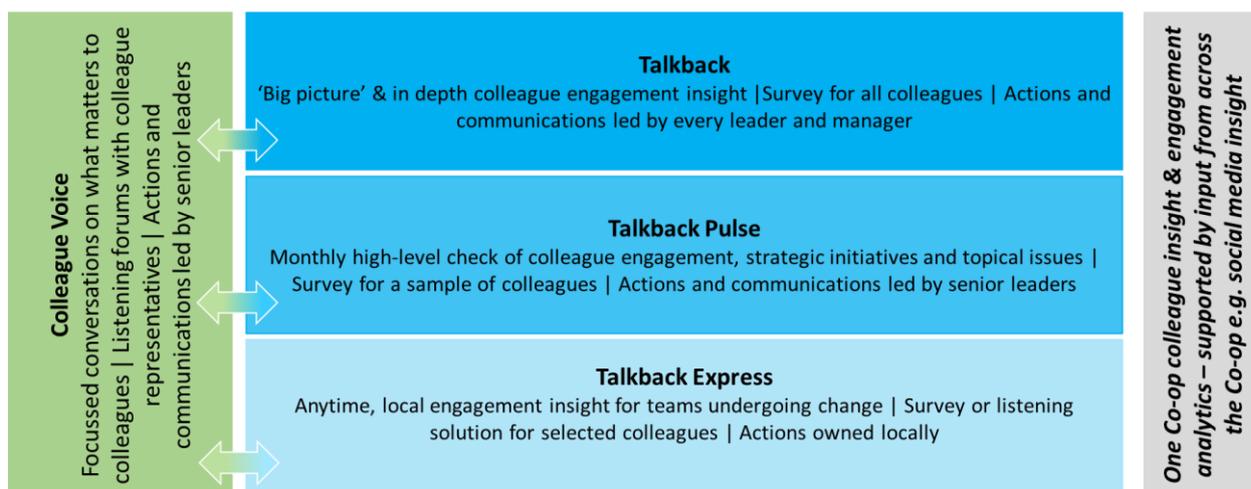
How is Talkback Pulse different from Talkback?

Here’s a summary of the key differences between the two surveys, but the main reason we’re focussed on Pulse is to get much more regular insight, quicker. Our senior leaders are committed to developing proud colleagues and listening to feedback much more regularly, as this helps us achieve this.

	Purpose	Method	Who is involved	Question focus	Reporting available
Talkback	To support strategic people decisions as well as local actions.	Online survey to all colleagues around once per year.	All 70,000 colleagues.	Full Talkback question set with a focus on manager behaviours.	Full reporting down to team level (c5,000 bespoke reports)
Talkback Pulse	Regular ‘temperature’ check on engagement measures and timely insight into in-focus topics.	Sample-based monthly online survey.	Representative sample of colleagues.	Engagement & leadership questions plus several focus questions.	Monthly dashboard for Coop overall results. Quarterly Exec insight report focused on business and high level functions.

How does Talkback Pulse fit in with our overall approach for how we engage with colleagues?

Colleagues are absolutely crucial in making us a stronger Co-op, and we’re clear that making colleagues proud to work here is vital. In 2018 and beyond, we’re evolving the way we gather colleague engagement insight. We’re moving our focus away from our main Talkback survey and won’t be doing this in 2018. Talkback Pulse fits into our blended approach to colleague engagement insight.



We'll come back to you later with more information on Colleague Voice and Talkback Express as plans evolve.

Why is the focus moving away from our usual Talkback survey?

This type of survey has historically been a big focus here at the Co-op and other big organisations, but we know many of our competitors are moving to more frequent, timely insight which allows decision makers to focus on colleague engagement.

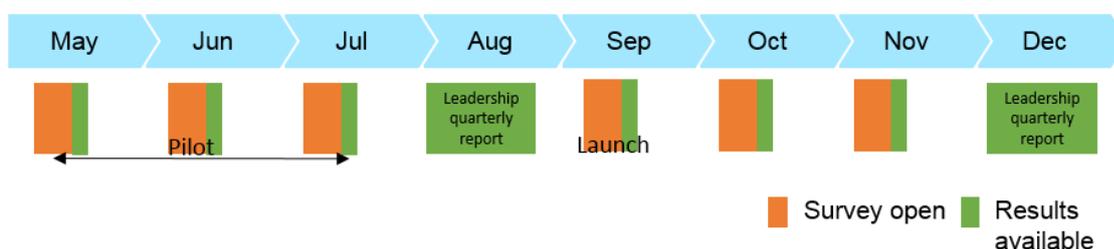
At a team level, focussing on great conversations regularly and checking in to see how everyone's feeling is crucial. Whilst surveys can provide some great data we should be confident in communicating locally to drive change for the better without needing to wait for data.

What are the plans for Talkback Pulse?

We'll conduct a pilot of Talkback Pulse starting with three monthly surveys in May, June and July. We'll have the results within a couple of days after each survey closes, and will provide them to our senior leaders to inform decision making from a colleague perspective.

In August, after the first three surveys we'll provide a more in-depth insight report looking at trends over the quarter and themes across our different businesses and functions.

Here's our timeline visual:



Will the survey be open every month?

May, June and July will be our pilot surveys, with a view to presenting the insight and gathering project learnings in August. We then plan to open every month from September. However, we'd always take August and December off to allow for peak trading and holiday periods for many of our colleagues.

How many colleagues will be invited each month?

Around 10,900 colleagues will be invited to take part. This will give us a robust result for Co-op overall each month, and by business or high level function on a quarterly basis.

What are the next steps?

- An all-colleague briefing note will be sent w/c 16 April to let them know about our new Pulse survey.
- Local communications team have planned in messages in appropriate local channels. Please speak to your Communications Business Partner for more detail.
- Our first survey will open on Wednesday 2 May. A random sample of colleagues will receive an email inviting them to take part. Reminders will be sent whilst the survey's open.
- The survey will close on Tuesday 15 May at 5pm.
- w/c 21 May we'll issue the first Co-op result to our senior leaders.

We'll come back to you with the full comms plan for June nearer the time, but the survey will open on Wednesday 6 June.

At the end of the pilot, in August, we'll provide all leaders and colleagues with the summary of insight and importantly how we are responding. We'll also share any relevant learnings from the pilot.

Any more questions?

Please contact your HR Business Partner.